

Health Guard of Lancaster, Inc.

Type of User:	Health Plan	Contact:	Jean Kupper, RN QI Staff Nurse
NCBD Participant:	Yes	Telephone:	717-581-4528
Address:	280 Granite Run Drive Lancaster, PA 17601	Email:	jean.kupper@hguard.com

Survey Instruments and Purpose

Survey Instrument	CAHPS Health Plan Survey
Version/Population	Commercial – Adult
Additions/Changes to Instruments	Health Guard adds questions to attain additional information for NCQA and to drill down for more clarity.
Purpose of Project	This managed care organization is accredited by the State and by NCQA and uses CAHPS to meet the requirements for both. The plan also uses the survey extensively for quality improvement activities and as a monitoring mechanism for health plan members.

Survey Administration

Administered Since	1998
Administration mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	Results are reported to management, the board of directors, medical providers, the State government, accreditation bodies, and, to a lesser extent, consumers through a member newsletter that outlines the plan's accreditation status.
Quality Improvement	CAHPS is used to provide information to support quality improvement projects on its own as well as in combination with other surveys and customer focus tracking.
Marketing/Publicity	Health Guard reports some measures and provides its accreditation status in its member newsletter.

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